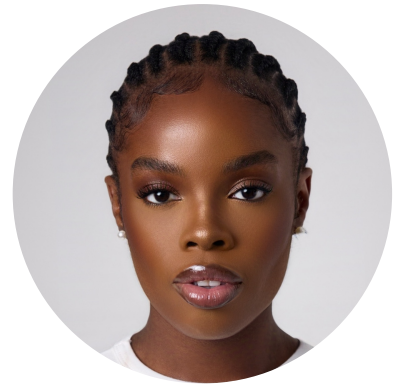


ELSA SALIMA BAKAKA



CONTACT

+32 486 75 95 66
e30052002@outlook.com
Brussels, Belgium

FORMATION

- BACHELOR'S DEGREE IN
COMPUTER SCIENCE
2025
E.P.H.E.C.
- E-BUSINESS
2022
E.P.H.E.C.
- ENGLISH DIPLOMA (C1)
2022
Education First, Toronto

COMPÉTENCES

- Technical troubleshooting & diagnostics
- Sales advising & customer needs analysis
- Problem-solving & critical thinking
- Communication & customer engagement
- Organization & multitasking
- Team collaboration & autonomy

LANGUES

- French - Native
- English - C1
- Dutch - B1

PROFIL

Customer-focused and technically skilled professional with strong experience in technical support, sales, and premium customer service. Passionate about technology, innovation, and creating outstanding client experiences. I combine problem-solving abilities, clear communication, and a strong sense of teamwork.

EXPÉRIENCES PROFESSIONNELLES

○ TECHNICAL SPECIALIST — APPLE, BRUSSELS 2024 - Present

- Provide daily technical support, resolving complex software and hardware issues for 100+ customers.
- Perform diagnostics, repairs guidance, and system setup with clear and empathetic communication.
- Contributed to maintaining a 95% customer satisfaction score.

○ SPECIALIST — APPLE, BRUSSELS 2022 – 2024

- Identified customer needs and recommended tailored product solutions.
- Consistently met and exceeded sales targets.
- Delivered clear demonstrations and explanations of Apple technologies.

○ SALES ADVISOR - DELVAUX, BRUSSELS 2022 - 2023

- Provided premium customer service in a luxury retail environment.
- Supported product presentation and ensured high visual merchandising standards.
- Built strong customer relationships through attentive service and product knowledge.